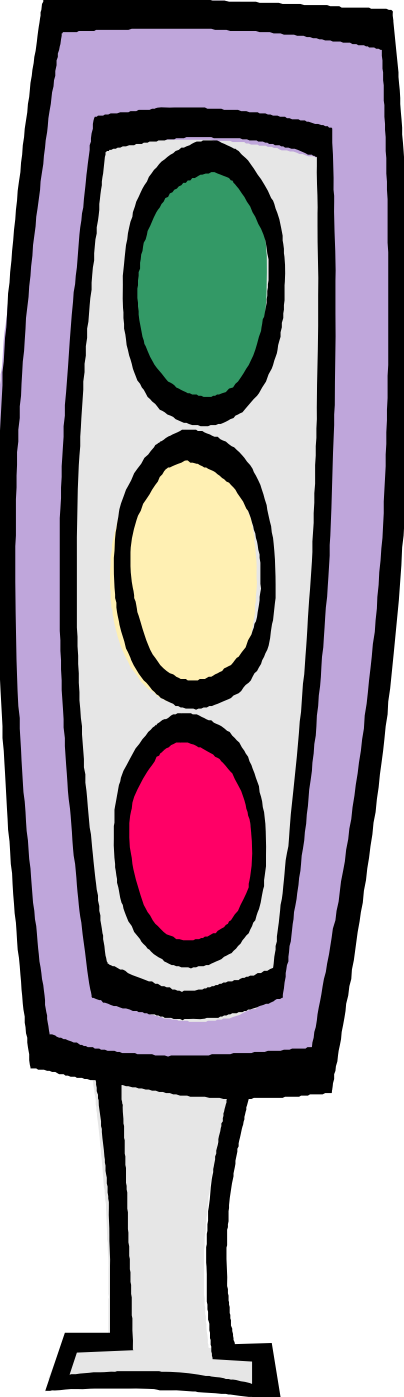


Stoplight Report: Rounding Follow-up 2012 2nd Quarter (March 2012 - June 2012)

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- ✓ **Completed!** *These are opportunities that we were able to answer.*
 - ✓ **New chairs are needed in SPS.** Several new chairs/stools were recently delivered to NW-220; including 3 purple stools and 1 black beach chair.
 - ✓ **New copy machine is needed.** The new copiers have been delivered, programmed with the fax number, and are now in service.
 - ✓ **Coat hooks are needed to replace broken coat rack.** Individual coat hooks have been installed and are in use
 - ✓ **An electronic means to clock in and out is needed for accurate timekeeping.** Kronos went live in March.
 - ✓ **Staff scheduling process needs improvement.** Maplewood Scheduling software is in use at UWMC SPS, and staffing needs are continually being evaluated and recruited for as vacancies arise
 - ✓ **Courier/Delivery Express scheduling needs improvement, especially for holidays.** Delivery Express schedules have been set for all Major and Minor holidays; reducing the overlap between the Lab Medicine courier's pick-ups.
 - ✓ **Reduce the number of copies we need to make for other labs.** EVIR has confirmed that they do not need all of the copies that they have been receiving, only the ones with specific contact information.
 - ✓ **Need new lab coats.** New lab coats have been delivered and put into circulation.

⚠ Work in Progress: *These are opportunities that we couldn't answer right away, but are working on.*

- ⚠ **New Lean workstation reconfiguration status.** Ergonomic consultant's evaluation was completed, we are in the process of obtaining quotes from vendors.
- ⚠ **A designated training position and standardized training is needed.** Training Leads have been hired and are undergoing training. Training Team will be developing standardize training, and updating and adding to the current policies and procedures in the coming months to ensure clarity and consistency.
- ⚠ **Teamwork and communication need to improve.** Continuous process, which requires a 100% commitment by SPS Leadership **and** SPS Staff. An improvement has been noted; however, staff and leads meetings must continue along with a full commitment by all facets of the SPS staff to work as a TEAM.
- ⚠ **Electronic Mechanism to track all specimens.** Working with Pathology and Hospital Administration to pursue an electronic mechanism to track specimens.
- ⚠ **Need new refrigerators, freezers, and centrifuges.** A new double door refrigerator, -20 auto-defrost freezer, and 2 room temp centrifuges have been ordered and should be delivered this summer.
- ⚠ **Call center expansion.** Positions are being filled, and new hires are in the training process; expected go-live is late summer 2012.

🚫 We can't do now and here is why: *These are requests that we cannot do at this time and why.*

- 🚫 **Individual statistics with error ratios and productivity reports are needed.** Standard method to gather metrics must first be developed. We must await the completion of some other projects prior to moving forward with this project.
- 🚫 **Document/Req Scanning.** We are collaborating with Industrial Engineering to analyze industry standards and explore available options.

The Stop Light Report is a way to communicate in writing (post on communication boards) how the ideas/concerns harvested in rounding are dealt with. Green Light items are things that have been addressed and are complete. Yellow Light items are things in progress. Red Light items are those issues or ideas that cannot be done with the reason why.